

DMH Satisfaction Survey Results

Family Satisfaction - 2000

Division of Mental Retardation and Developmental Disabilities -
Family Member Satisfaction (MRDD Family & Family Directed Support)

Demographics of Family Member Receiving Services

Person completing form provided demographics about their family member receiving services.

		Agency Survey Returns					
		Total Family Members	Case Management Family Members	Congregate Residential Family Members	In-Home Family Members	Supported Residential Family Members	Family Directed Support
SEX	Male	55.3%	59.3%	42.6%	46.4%	45.8%	61.5%
	Female	44.7%	40.7%	57.4%	53.6%	54.2%	38.5%
RACE	White	87.8%	81.4%	89.4%	91.7%	77.8%	88.6%
	Black	8.8%	17.1%	10.6%	6.4%	11.1%	6.9%
	Hispanic	0%	0%	0%	0%	0%	0%
	Native American	0.6%	0%	0%	1.8%	0%	0.4%
	Pacific Islander	0%	0%	0%	0%	0%	0%
	Other	2.8%	1.4%	0%	0%	11.1%	4.1%
MEAN AGE	0-17	31.4%	1.3%	0%	7.7%	0%	58.8%
	18-49	57.3%	82.7%	63.4%	76.9%	90.9%	37.1%
	50+	11.3%	16.0%	36.6%	15.4%	9.1%	4.1%

Sample Size

Information is based on returns from interviews conducted on a random sample of MRDD Consumers.

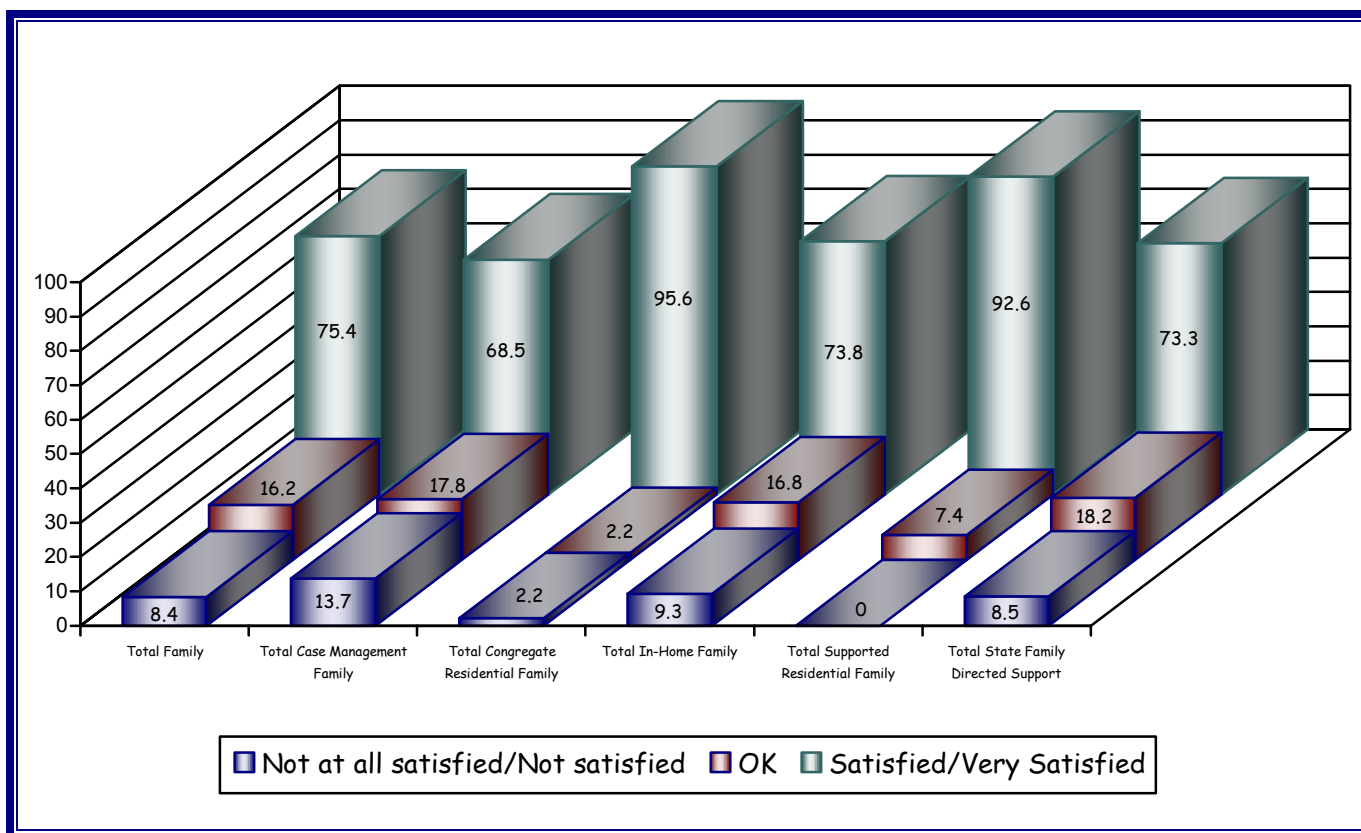
	Number in Selected Sample	Number of Surveys Returned	Percent of Forms Sent Returned
Total Family Members (Family Directed Support and Regional Centers)	1807	535	29.6%
Total Family Members - Regional Centers Only	989	280	28.3%
Case Management Only	376	85	22.6%
Congregate Residential	138	50	36.2%
In-Home	349	116	33.2%
Supported Residential	126	29	23.0%
Family Directed Support	818	255	31.2%

Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total MRDD Family	371 (76.7%)	36 (7.4%)	77 (15.9%)
Case Management Only	47 (70.1%)	7 (10.4%)	13 (19.4%)
Congregate Residential	35 (83.3%)	0 (0%)	7 (16.7%)
In-Home	83 (79.0%)	7 (6.7%)	15 (14.3%)
Supported Residential	22 (84.6%)	0 (0%)	4 (15.4%)
Family Directed Support	184 (75.4%)	22 (9.0%)	38 (15.6%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 75.4% of the family members who were served by the Division of Mental Retardation and Developmental Disabilities Regional Centers were "satisfied" or "very satisfied" with their services.
- The Congregate Residential group rated the program higher than other groups (95.6% with at least a "satisfied" rating). The Supported Residential group also rated the services highly (92.6% with at least a "satisfied" rating).
- The lowest satisfaction was in the Case Management Only program, where 68.5% of those served gave a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How happy are you . . .	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Family Directed Support
1. with the people who are paid to support your family member?	4.20 (464)	3.94 (62)	4.49 (45)	4.04 (101)	4.46 (26)	4.26 (230)
2. with how much your family member's support staff know about how to get things done?	4.03 (479)	3.81 (68)	4.33 (45)	3.98 (99)	4.28 (25)	4.02 (242)
3. with how staff and/or case manager keeps things about your family member and his/her life confidential?	4.33 (475)	4.19 (67)	4.51 (45)	4.10 (99)	4.40 (25)	4.43 (239)
4. that your family member's plan has what he/she wants in it?	4.13 (468)	4.16 (62)	4.23 (44)	3.99 (99)	4.44 (25)	4.13 (238)
5. with how the case manager and support people are doing what your family member's plan says they should do?	4.06 (479)	3.94 (67)	4.30 (44)	3.91 (98)	4.28 (25)	4.09 (245)
6. that the staff who provide services to your family member respect his/her ethnic and cultural background?	4.41 (421)	4.27 (63)	4.56 (41)	4.21 (82)	4.54 (24)	4.48 (211)
7. with the supports and services that your family member receives from this Regional Center?	4.07 (499)	3.77 (73)	4.38 (45)	3.93 (107)	4.56 (27)	4.12 (247)
8. that services to your family member are provided in a timely manner?	3.95 (499)	3.73 (71)	4.48 (46)	3.90 (109)	4.41 (27)	3.89 (246)
9. with your family member's case manager?	4.25 (494)	3.99 (70)	4.60 (43)	4.08 (109)	4.63 (27)	4.29 (245)
<p>The first number represents a mean rating. Scale (items #1-9): 1=Sad/Not happy ... 5=Happy [Two additional responses were possible: "Do not understand" and "Does not apply to me"]. The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The family members of participants in the Division of Mental Retardation and Developmental Disabilities Regional Center programs were satisfied with the services they received. Only one rating fell below the mean rating of 4.00 ("satisfied").
- The highest rated item was that the staff who provides services to their family member respects his/her ethnic and cultural background (mean of 4.41). The lowest rated item was with the services being provided in a timely manner (mean of 3.95).
- The Supported Residential family members of participants were the most satisfied with services (mean rating of 4.56).

Satisfaction with Quality of Life

How happy are you ...	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Family Directed Support
10. with how your family member spends his/her day?	3.89 (504)	3.97 (75)	4.07 (46)	3.93 (111)	4.15 (26)	3.78 (246)
11. with where your family member lives?	4.43 (495)	4.27 (73)	4.51 (45)	4.28 (109)	4.50 (26)	4.51 (242)
12. with the number of choices your family member has in his/her life?	3.75 (481)	3.89 (72)	4.02 (41)	3.80 (107)	4.12 (25)	3.60 (236)
13. with the opportunities/ chances your family member has to make friends?	3.65 (483)	3.81 (74)	4.20 (40)	3.84 (108)	4.28 (25)	3.34 (236)
14. with your family member's health care?	4.08 (491)	4.16 (73)	4.38 (45)	4.03 (102)	4.19 (26)	4.02 (245)
15. with what your family member does during his/her free time?	3.64 (487)	3.78 (74)	4.00 (42)	3.65 (107)	4.08 (26)	3.47 (238)
16. with the opportunities your family member has had during the last year to do something that he/she is proud of?	3.83 (460)	3.91 (70)	4.03 (39)	3.78 (104)	4.29 (24)	3.75 (223)
How safe do you feel ...						
17. your family member is in his/her home?	4.54 (506)	4.51 (76)	4.60 (45)	4.42 (109)	4.46 (26)	4.59 (250)
18. your family member is in his/her neighborhood?	4.30 (490)	4.42 (71)	4.44 (43)	4.27 (104)	4.48 (27)	4.23 (245)
<p>The first number represents a mean rating. Scale: (items #10-16): 1=Sad/Not happy ... 5=Happy Scale: (items #17-18): 1=Not at all safe ... 5=Very safe [Two additional responses were possible: "Do not understand" and "Does not apply to me"]. The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The quality of life ratings were lower than the ratings of satisfaction with services of the Division of Mental Retardation and Development Disabilities Regional Center.
- The family members of consumers were most satisfied with the safety of their family member's home (mean of 4.54) and least satisfied with what their family member does during his/her free time (mean of 3.64).

MRDD Families Subjective Responses

What Like Best About the Program:

The consumers in the families of persons served by the Division of Mental Retardation/Developmental Disabilities program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

Timely Services:

For many families, the services were conducted in a timely manner. *Whenever we had a problem, they took care of it in a timely manner and to my satisfaction.* For another, *service coordinator responds in timely manner to calls.*

Independence:

The families appreciated the freedom and independence experienced by many of their family members. *Providing him with independence as much as possible or enabled him to become more independent.* As one family stated, *having helped him attain his independence and 'growing' away from his dependence with me.*

Service Coordinator:

The families liked the service coordinators. One family simply stated *like the service coordinator the best.* For another, *I think the way my son has the same service coordinator now and not a new one every other month.* Yet another, *the service coordinator seems to really care and tries to provide whatever we need and sometimes just things we want.*

Community Inclusion:

The families had noted the community inclusion of their family members. One person *liked the involvement in the community.* Another saw that this had added benefits. *The community is being educated in how to care for and accept people like my son.*

Support:

The support and financial aid that the consumers receive helped these families. *The financial support given allows her to live in an environment that she is comfortable in.* The families had been told about resources that were useful.

Positive Outcomes:

Families noted positive outcomes to the services their family member received. *She has a better self-esteem, better feeling of accomplishment, and a sense of belonging.* Another family wrote, *The fact that she has the opportunity to be with other people and is learning to take some care of herself.*

Respite Care:

Many families received respite care services. *This respite care gives us a break. For one family, it provided a sense of normalcy. My husband and I have some much needed time to do things alone and for us, to be a 'normal' couple with our friends whose children are grown and out of the home.*

Friendship Networks:

The families saw their family member having an enhanced social support network. *I like him having the opportunity to socialize with his peers.*

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

Communication:

Some families wanted to be better informed about their family member. *Would like to have more contact with the service coordinator. Another family wanted just inform me more. Finally, since moving our daughter to the group home, the service coordinator has only been in direct contact one or two times in seven months.*

More Recreation and Socialization:

A frequent recommendation was for more recreation and socialization. *I wish there were more opportunities for my son to get together with people his own age, people of "his level or higher."* Another parent *would like more 'social' events (bowling, fishing tournaments, picnics, etc.) where he can enjoy activities with his peers. More community activities were requested. It would be nice if he could go on more outings, swimming, fishing, ballgames, etc.*

Transportation:

Transportation was seen as a challenge. *Transportation and support staff should be more dependable. They should be there when they say they are going to be there.* Another family member saw a need for *transportation for recreation as a continuing problem.*

Funding for Services:

A number of families requested additional funding for services: *making more money available for services or more dollars for outings.*

Staff:

There were more positive than negative comments about staff. Some of the recommendations related to *seeing my son as a person and not a piece of paper and be more informed about cultural differences.*

Respite Care:

While many families appreciated the respite care they received, they often wanted more availability. *More respite hours and drop off point for respite care is very far away.* Another parent saw a need for a list of available sitters to work as needed. Finally, one parent stated, *by giving more respite hours so we the parents can go out more often and not have to take the money for our sitters out of our pocket books.*